**Improvement of Passenger Services in AI and IA**

*33. SHRI SANTOSH BAGRODIA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether he has taken any initiatives recently to improve the passenger services in Air India and Indian Airlines;

(b) whether emphasis has been laid on timely flights and good food;

(c) whether any instructions have been issued in this regard; and

(d) if so, the details thereof?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV): (a) to (d) Both Air India and Indian Airlines are endeavouring to bring about qualitative and quantitative improvements in the services rendered to the passengers both on the ground and in the air. Some of the steps being taken are:

*Indian Airlines*

(i) Reliability of service;

(ii) Product upgrades; and

(iii) Improvement in passenger amenities.

*Air India*

(i) Separate Check-in counters for all class passengers;

(ii) Facility of Tele Check-in for First class passengers;

(iii) Facility of pre-selecting a seat;

(iv) Facility of through check-in on code-share flights;

(v) Facility of worldwide baggage tracing service;

(vi) Compensation of lost/damaged baggage in line with the leading airlines of the world;

(vii) Computerised check-in at most Indian Airports;

(viii) Incorporation of regional cuisine.

In addition to above, both the airlines have launched a joint frequent flyer programme called the "Flying Returns" which enables the members to accrue/ redeem the mileage points for their travel on both the airlines.